

## Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2023/24: Quarters 1, 2 and 3

Overall Satisfaction						
	Q1	Q2	Q3	Q4	YTD	Comments
TP01: Overall satisfaction	N/A	N/A	N/A			Annual Indicator

Keeping Properties in Good Repair						
	Q1	Q2	Q3	Q4	YTD	Comments
TP02: Satisfaction with repairs	N/A	N/A	N/A			Annual Indicator
TP03: Satisfaction with time taken to complete most recent repair	N/A	N/A	NA			Annual Indicator
TP04: Satisfaction that the home is well maintained	N/A	N/A	N/A			Annual Indicator
RP01: Proportion of Homes that do not meet the Decent Homes Standard	0.65%	0.76%	0.76%		0.76%	There are 22 properties that are outstanding, all of which are on a future list of works.
RP02: Repairs completed within target timescale	97.77%	99.47%	99.32%		98.85%	The number of repairs completed on time, whilst relatively high, are lower than target and lower than in previous years, which is reflective of ongoing staffing issues combined with a significant backlog. A number of long term positions have fortunately been filled, so we are

						currently in a 'bedding in' period. Following this, we expect to see an improvement in these completion times, especially for emergency and urgent repairs. The majority of failures relate to emergency or urgent communal repairs, which have taken a lower priority when compared with issues within properties themselves.
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Maintaining Building Safety						
	Q1	Q2	Q3	Q4	YTD	Comments
TP05: Satisfaction that the home is safe	N/A	N/A	N/A			Annual Indicator
BS01: Gas safety checks	99.87%	99.91%	100%		100%	Target 100% - On target
BS02: Fire safety checks	100%	100%	100%		100%	Target 100% - On target
BS03: Asbestos safety checks	77.68%	77.78%	77.75%		77.75%	There is a plan in place to carry out 300 surveys a year and reach the target of 100% by 2026
BS04: Water safety checks	100%	100%	100%		100%	Target 100% - On target
BS05: Lift safety checks	100%	100%	100%		100%	Target 100% - On target

Respectful and Helpful Engagement						
	Q1	Q2	Q3	Q4	YTD	Comments
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	N/A	N/A	N/A			Annual Indicator
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	N/A	N/A	N/A			Annual Indicator

TP08: Agreement that the landlord treats tenants fairly and with respect	N/A	N/A	N/A			Annual Indicator
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Effective Handling of Complaints						
	Q1	Q2	Q3	Q4	YTD	Comments
TP09: Satisfaction with the landlord's approach to handling complaints	N/A	N/A	N/A			Annual Indicator
CH01: Complaints relative to the size of the landlord	22	20	17		59	The number of complaints appears to be increasing year on year. MDH operates an open and transparent approach to complaints and uses them as a way to identify any necessary service improvements.
CH02: Complaints responded to within Complaint Handling Code timescales	96.88%	95.00%	98.00%		96.55%	Target 100% MDH is a relatively small landlord and occasionally experiences resourcing difficulties, which impacts performance; for example, when the Complaints Officer is on leave. The number of complaints has been increasing and therefore we are have been exploring options to provide some additional support to the existing Complaints Officer. This should help to improve the customer experience and also to drive up performance in relation to this indicator.

Responsible Neighbourhood Management						
	Q1	Q2	Q3	Q4	YTD	Comments
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	N/A	N/A			Annual Indicator
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	N/A	N/A			Annual Indicator
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	N/A	N/A			Annual Indicator
NM01: Anti-social behaviour cases relative to the size of the landlord	3.72	2.03	4.07		9.82	This is a new indicator which has been introduced in line with the Tenant Satisfaction Measure regime and actual results from other registered providers of social housing will be available for comparative purposes after the end of this financial year.

## Annex B: Tenancy Enforcement Activities – performance data for 2023/24: Quarters 1, 2 and 3

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	2	0	0		2	The Estates team are currently dealing with a number of very delicate and sensitive cases, some of which relate to vulnerable tenants with complex needs. The work required to prepare such cases where further action is planned can be quite extensive. There are several cases in the pipeline where possession or other enforcement action has been agreed as a way forward and where the Neighbourhood Officer is currently engaged with collating all relevant information.
Fraud cases referred to an external investigator	1	0	0		1	
Acceptable Behaviour Agreements signed	0	0	0		0	
Good Neighbourhood Agreements signed	0	0	0		0	
Community Protection Notice warnings issued	0	0	0		0	
Community Protection Notices issued	0	0	0		0	
Possession Actions commenced on grounds of ASB	2	0	0		2	
Closure Orders – obtained	0	0	0		0	
Injunctions sought	0	0	0		0	

Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0	0		0	
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### Annex 3: Rent recovery – performance data for 2023/24: Quarters 1, 2 and 3

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	2.48%	2.47%	2.71%			2.71%	<p>Target: &lt;5%</p> <p>Performance is impacted by the continuing migration from legacy benefits onto Universal Credit. Those in receipt of housing costs through Universal Credit receive them four weekly in arrears. Previously, when the majority of our tenants were in receipt of Housing Benefit, this was paid by Revenues and Benefits directly onto rent accounts as a rebate on a weekly basis.</p> <p>To put the current performance into context, it should be noted that the same figure at the end of Q3 in 2022/23 was 3.01%. The rent has increased since then so the amount to be collected has also gone up.</p>
Notice of Seeking possession served	52	89	72			213	<p>These notices will only be served in cases where the tenant has failed to take account of previous requests for contact or payment. The team adheres to the protocol designed to encourage tenants to remedy the breach of tenancy conditions arising from non-payment of rent. The protocol must be followed before any possession action can commence. The team will</p>

							continue to work with the tenant once any notice is served in an effort to support tenants to help them to sustain their tenancies.
Judgement obtained	5	4	6			15	Officers protect the interests of MDH by taking cases to the County Court. A judgement will compel a tenant to take action to bring their account back into line and Officers will monitor the account weekly with a view to checking this. In many cases, a tenant will comply with the terms of a Court Order and no further action is required.
Warrants issued	4	5	1			10	Eviction is seen as a very last resort and tenants are made aware of their right to seek a stay of execution if they contact MDH following the issue of a warrant. However, in some cases, where there is a persistent failure to engage and where the debt continues to rise, then Officers have no option but to move forward and seek a Warrant of Eviction from the Court, which makes an eviction lawful.
Evictions on grounds of rent arrears	3	1	2			6	The aim is to support tenants experiencing difficulties paying the rent, but occasionally people do not wish to engage, for whatever reason. It should be noted that in some cases, rent arrears is used as a ground for seeking possession of property because the case can be resolved more easily by so doing. It should be noted that in three cases during the year to date, action was taken in this way because two tenants had abandoned their properties and because another had moved to live with a partner elsewhere, leaving family members in occupation, who were causing anti-social behaviour and not keeping rent payments up to date.



#### Annex 4: Building Repairs and Maintenance – performance data for 2023/24: Quarters 1, 2 & 3

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.35%	99.24%	99.24%		99.24%	Target 100%  There are 22 properties that are outstanding, all of which are on a future list of works.
Emergency repairs completed on time %	97.84%	100.00%	98.73%		98.80%	Target 100%  This figure is reflective of ongoing staffing issues. A number of long term positions have fortunately now been filled, so we are currently in a 'bedding in' period. Following this, we expect to see an improvement in these completion times, especially for emergency and urgent repairs. The majority of failures relate to emergency or urgent communal repairs, which have taken a lower priority when compared with issues within properties themselves.
Urgent repairs completed on time %	97.26%	98.79%	99.67%		98.69%	Target 95% - Above target
Routine repairs completed on time %	98.77%	99.58%	99.78%		99.37%	Target 95% - Above target
Repairs completed first visit %	99.44%	98.71%	99.74%		99.32%	Target 95% - Above target
Gas safety checks %	99.87%	99.91%	100%		100%	Target 100% - On target
Fire risk assessments %	100%	100%	100%		100%	Target 100% - On target

Water safety checks (Legionella) %	100%	100%	100%		100%	Target 100% - On target
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## Voids

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation	64.10	72.68	38.00		59.21	<p>Target 35 working days.</p> <p>There are a number of major factors that are affecting our ability to achieve all of the void performance targets, they include record numbers of voids received, deteriorating standards of voids received, staffing shortages and redeployment and the processes involved around the development programme where we are having to hold a number of voids so that we can meet the expectations of tenants who we are moving from properties that will be demolished and the fact that the works involved in these voids are greatly increased.</p>
Major voids	167.88	141.42	80.41		127.78	<p>Target 55 working days</p> <p>As above</p>
Decent homes voids	101.67	101.36	110.73		105.11	<p>Target 75 working days</p> <p>As above</p>
Development voids	N/A	N/A	N/A		N/A	<p>Target 1 calendar year</p> <p>No comment required</p>
Occupancy rate (whole stock)	97.60%	97.33%	97.32%		97.32%	Target 97% - Above target

						Despite the comments above we are still above the performance target set for occupancy even with the fact that we currently have 16 void properties that will be demolished in the near future.
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Definitions and targets as per adopted Voids Management Policy 2023